

TC's Corner

As I look back over the past year and a half since I came to Region 3, I've witnessed some great things. All of these were made possible by the caliber of people here at the Region. Brian Phillip's crew, the Paint Crew, the Shop, Wade Ramsay, Lars Anderson, Gary Gibbs, and Craig Hancock are just some of the people recognized with awards this past year for outstanding performance. Are they the only exceptional employees in the Region? Absolutely not. Is the Region as good as it can be? Again, no. This past summer, a retreat was held with the Region staff and the RIC to develop the priorities for the next year. As part of this exercise, it was decided to rework the Region's Vision Statement.

We introduced the new vision statement to the Maintenance stations at the fall semi annual reviews. After some lively discussions on the meaning of vision statements, it was obvious that the current vision statement is not well known.

So what is a vision statement? It is where we want to be. In order to remember the statement, it needs to be short and concise. Everyone in the organization needs to play a part. This brings ownership of it.

The new Region 3 Vision Statement is:

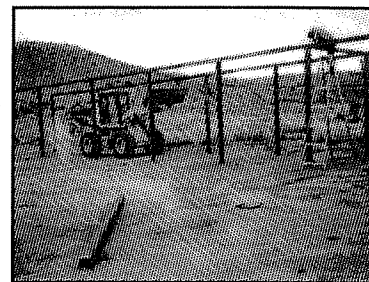
"We are the leaders in providing the best transportation services."

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Carpentry Crew: Region Handyguys

You would normally think of a carpenter when you need to build a cabinet or fix that broken leg to your kitchen table. But if you work for UDOT, who do you call to run a gas or waterline? Well, it's the same answer – the Carpenter crew.

From guardrail repair to building bunkers for the new avalauncher and howitzer, this crew will tackle pretty much any task you assign them. They can even be found pushing snow if necessary. This job varies so much that



Carpentry crew members build sander racks for the Roosevelt Maintenance Station

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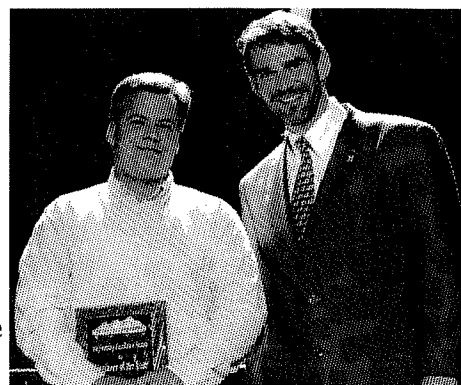
Employees honored at Engineer's Conference

Three region employees were honored for their hard work and excellence in design and construction at November's Engineer's Conference. Gary Gibbs, Craig Hancock and Lars Anderson were each recognized for their efforts in three separate categories:

Gary Gibbs – Technician of the Year

Craig Hancock – Engineer of the Year

Lars Anderson – Award for Excellence in Preconstruction



Craig Hancock, standing next to John Njord, was recognized as the 2002 Engineer of the Year. Two others from Region Three received awards.

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repetition is a
virtually
unknown word.

"One day you're a plumber, the next day you're an iron worker. There's always new challenges to keep the job interesting," said Bob Jones, crew supervisor.

So how are these guys able to do so many different things?

"Everybody has experience in one thing or another," said Ron Jensen, "If you don't know how to do something, somebody else on the crew probably does and you can draw on their experience and expertise."

And these guys gained a lot of experience before coming to UDOT. Eldon Simpson has worked on ranches while growing up, Jones worked in steel fabrication before working with UDOT and both Jensen and Kelly Fugal grew up on farms. Each one has worked for the department in some capacity at least 12 years or more.

Sometimes it's not without some frustration. "It's easy to get overwhelmed. Just when we think we're caught-up on our projects, something else hits," Jones said.

Jones estimates that the crew spends about 20 percent of their time working on carpentry jobs. The rest of the time is spent attempting to keep buildings up to code, repairing guardrail, building sander racks, installing or replacing signs and delineators.

"These guys never say 'No'. They'll do everything we ask — if it's possible," said Alan Bills, Area Supervisor. "They are probably the hardest crew for us to live without." That's high praise in anybody's handbook.

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This means that whenever a community or citizen has a transportation question or concern, their first reaction is to contact us because they recognize us at being the best at what we do. Everyone in the Region has a role to play in this goal. It can be something we think about while we are doing our work.

One other item, I'd like to discuss is the four drivers that the UDOT Mission Statement is based on. These guide us as we go about our day to day activities. They are:

Employee Centered. The people in the Region are the most valuable resource we have. Although we are limited in what we can do to increase salary, we have other ways to recognize our fellow workers. I am glad to see the success of the Applause Award program. We also need to utilize the Extra Miler and Incentive Award programs to reward outstanding performance.

Customer Focus. It is sometimes difficult to determine who the customer is; and is even harder to decide what their needs are. We need to continually ask them what it is that will make us the leaders we want to be.

Quality Service. The public expects quality out of us. We need to respond as quickly and efficiently as possible. Its important to do the best we can with the available resources.

Great Performance. This relates directly to change. Nobody remembers who won the Super Bowl last year, much less two years ago. We need to constantly look for ways to improve our processes and products. The person doing the work is the best one to decide how to do it better.

I've really enjoyed the last eighteen months and look forward to the future. Thanks for all you do.

Region logo unveiled

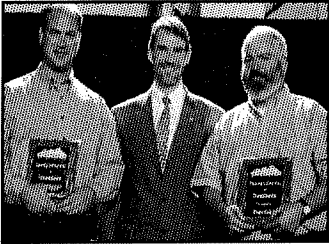
Everyone is used to seeing the normal UDOT logo all over the place. But how many of you remember what our old region logo looked like?

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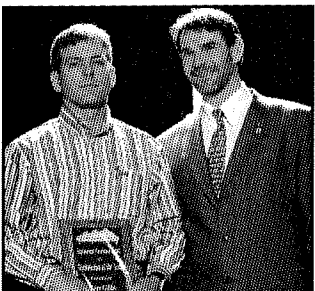
As the design squad leader, Craig Hancock chose to remain in design much longer than other engineers rather than move up the career ladder. "[Craig] provides invaluable expertise to younger and less-experienced engineers – both in UDOT and with consultants," said Merrell Jolley, preconstruction engi-



L to R: Lars Anderson, John Njord and Denis Stuhff

neer. "When he does move on, we will realize his real value as a designer."

Just recently, several position changes were made within the region and Craig was moved into Project Management, but that will give him another opportunity to expand and improve. "He conveys to the public a very positive image of UDOT in every interaction. We have received numerous compliments from stakeholders regarding him," Jolley said.



Gary Gibbs with John Njord

Gary Gibbs has worked for the Department for about 18 years and is currently a project inspector for Jeff Baird's construction crew. Some of the most recent projects he has worked on have been the reconstruction of the University Parkway Interchange and the passing lanes along U.S. 6 in Spanish Fork Canyon.

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"He makes the project engineer's job easier because of his knowledge and his willingness to teach other crew members," said Baird. "It would be safe to say that Gary saves [UDOT] tens of thousands of dollars every year by finding ways to do things differently and better, or by correcting errors in the plans and specifications before they become a costly issue."

Lars Anderson received a co-award for excellence in Preconstruction with Denis Stuhff from Region 4, is the Region Landscape Architect. He was nominated for his work in landscape design, wetland delineation and mitigation. Many motorists have seen his influence while driving along I-15 in Utah County. Landscaping at several interchanges have been transformed into gateways for local cities.

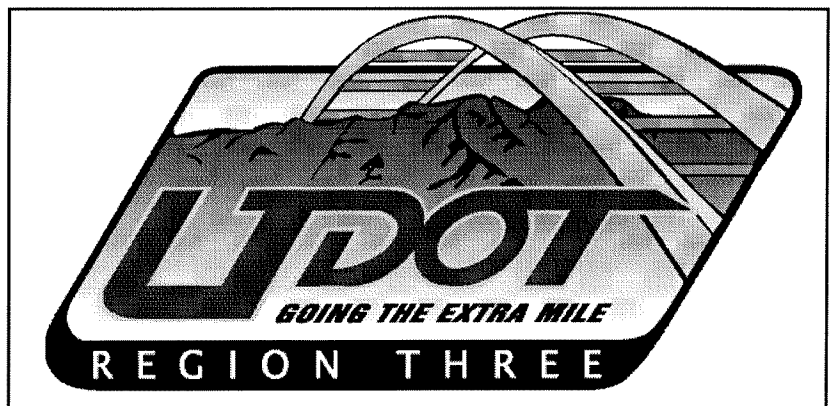
"When it comes to landscape design, Lars' work has been complimented by many public officials and the traveling public for its beauty and sensitivity to the environment," said John Higgins, Region environmental engineer. "Lars is an expert in the Department. Other Regions and outside agencies regularly request his advice and assistance in landscape architecture matters."

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This past Summer a contest was held to gather as many logo designs as possible. We had a few submissions and using elements from each design idea, we came up with a design which incorporates unique features of the Wasatch Front and Uintah Basin.

Here's what we came-up with.



The logo contains the silhouette of Mt. Timpanogos and the Cart Creek bridge, which crosses Flaming Gorge Reservoir.

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The standard UDOT logo is in the center and representing that

the Region is focused on improving and maintaining the transportation system region-wide.

A permanent sign will be placed in at the front of the region offices within the next few months.

Thanks again to those who participated in creating the logo.

Leadership Thoughts

- 1. Keep your goals clearly in sight.**
- 2. Remember, change is inevitable - are you willing to change?**
- 3. Encourage your employees to tell you what they really think - You need it.**
- 4. Involve them – and you may get their commitment**
Don't and you never will.
- 5. They ARE volunteers.**
Treat them that way and you will get gifts you can never imagine.

Types of leaders:

A leader sees and treats people - as people.
A leader avoids leading through fear and intimidation
The good leader is the leader whose people admire and respect.
The great leader is the leader whose people say, "Leader? What leader, we did it ourselves."

- Larry Bonine

The Good Things We Do...

Thanks for great help - Deseret News (Dec. 19, 2002)

Our family of five (matriarch and five children) experienced some rough treatment by a municipality in Utah County. The experience left us demoralized, disheartened and disenfranchised. The event was over before we realized what had been done to us. We were left with either the choice to sue (which we are philosophically opposed to) or to pursue a remedy via other means.

A remedy by other means meant contacting state agencies. Starting with the office of Gov. Mike Leavitt; and going to Craig Call; to Carlos M. Braceras and continuing to Tracy Conti, our family was afforded stellar treatment and genuine care and concern for our plight.

Each of the above named people is in leadership positions for their ability to "solve" problems and handle people. But it fell to the "worker bees" to create the needed remedy. Special thanks to Dan E. Knowlden, Douglas L. Bassett, Terry Stowell, Barry Sawsak and DeDe Fillmore.

These wonderful people took their instruction, ironed out the wrinkles and presented the remedy to our family wrapped in a bow.

Thomas Tucker for the Tucker Family – Provo

U.S 6 Retaining Walls

I drove U.S. highway 6 between Spanish Fork and Soldier Summit and noticed the retaining walls that UDOT recently constructed that apparently mimic the underlying bedrock structure. That's great! Unfortunately, I didn't have my camera with me.

I really appreciate the improvements on the highway.
Thanks,

Daryl L. Gusey, Regional Geologist, USDA Forest Service - Portland, Oregon

Thanks from Florence Forsyth's daughter

To Flo's many, many friends at UDOT –

Thank you doesn't seem to be enough. All your love, support, patience and concern has been priceless! Please know that we are grateful for everyone of you and for the role you've played in our mother's life as well as ours.
We thank you all with sincere gratitude.

Heather, Tobey and Stacie